

STATE OF CALIFORNIA
DUTY STATEMENT

CALIFORNIA PRISON INDUSTRY AUTHORITY

1. Institution/Division/Office CSP-Solano/Operations/CALPIA		2. Unit/Industry Optical Annex	
3. Classification Title Program Technician		4. Proposed Incumbent (if known) Vacant	
5. Current Position Number (Agency-Unit-Class-Serial) 075-270-9927-00X		6. Effective Date	
7. Briefly (1 or 2 sentences) describe the position's organization setting and major functions: Under general supervision of the Supervising Program Technician II, the Program Technician is expected to exercise a high degree of initiative and independence in assuming the responsibility for optical clerical functions.			
Work Schedule:			
8. Percentage (%) of time performing duties:	9. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent on each. Group related tasks under the same percentage (%) with the highest percentage (%) first. (Use an additional page if necessary)		
	<p style="text-align: center;">ESSENTIAL FUNCTIONS</p> <p>40% Receives incoming Rx orders and processes for the Optical lab, including screening information for accuracy and removing confidential information, prepares completed orders for shipment, including packing slips and maintaining shipping manifest, data entry of Rx orders and on-line Rx processing.</p> <p>30% Performs detailed research to resolve lab and/or doctor redo's, track and records cancellations, back-up lab, and mis-shipped jobs; possesses a clear understanding of the DVI and SyMed computer system, including basic computer functions in word processing and spreadsheet maintenance for the Optical program, consults with production staff to assist in monitoring workflow and advises, when necessary, to correct or adjust for customer demands.</p> <p>20% Performs customer services duties pertaining to customer accounts, including responding to customer phone calls and written correspondence for information; researches status of order, Medi-Cal eligibility, products availability, delivery services, and schedules; ensures that question are answered with valid information; resolves customer complaints and/or processes paperwork for both state and Medi-Cal orders and provides documents and information to SyMed and CALPIA Central Office for billing purposes</p> <p style="text-align: center;">MARGINAL FUNCTIONS</p> <p>10% Attend mandatory in-Service Training classes and performs other duties as assigned that are related to this classification. Perform other duties as assigned.</p> <p style="text-align: center;">ADDITIONAL EXPECTATIONS</p> <p>Persons appointed to positions in this class must be reasonably expected to have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of inmates. Assignments during tour of duty may include sole responsibility for the supervision of inmates and/or the protection of personal or real property.</p>		
10. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.			
11. DATE SUPERVISOR PROVIDED EMPLOYEE WITH A COPY OF THE DUTY STATEMENT:			
PRINT EMPLOYEE'S NAME Vacant	EMPLOYEE'S SIGNATURE	DATE	
PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE	
HR APPROVAL KN 1/24/22			